

Safety Planning Resource

Person's Name:		Worker's Name:	
Date Created:		Date Updated:	

Purpose and Protocols

This Safety Planning Resource can help guide you as you support individuals who may be at risk due to abuse/intimate partner violence, substance toxicity / overdose, or self-harm / mental health. Please follow the established policies and procedures at your work place to keep individuals safe. This document provides suggestions and supplementary resources. Planning may be done proactively as part of normal case management work, or it may be done following an individual's disclosure of safety concerns. It is a good practice to share a copy of the plan with the individual, along with information about the range of resources available to them (see lists below). Please also provide individuals who are Indigenous with information about the Indigenous-specific resources available to them.

Location

Are you able to stay safe in your current setting?

Yes No

Suggestions if "No" - check if the person may want to move to another location to stay safe:

- **Abuse:** Domestic violence shelter? Shelter in a neighbourhood further away from the abuser?
- **Substance use:** iPHARE shelter? Health care / hospital? Withdrawal management / treatment?
- **Mental health:** Mental health crisis centre? Hospital?

Agency Supports – What support can we (Agency staff) provide to support you and help keep you safe?

1.

2.

3.

[If applicable at your shelter/agency] Do you need specific check-ins? Yes No

Room / Bed #? Frequency:

Preference for checks (e.g. in-person, phone, knocking):

Suggestions:

- **Abuse:** Help filing for a restraining order? Share a photo/description of the abuser with frontline?
- **Substance use:** Provide safer use equipment and/or Naloxone? Conduct check-ins upon request, in addition to any regular checks?
- **Mental health:** Remove access to lethal means? Conduct check-ins?

Self Supports – What steps can you take to reduce your risk?

1.

2.

3.

Suggestions:

- **Abuse:** Keep phone charged? Get an unlisted phone number and caller ID? Keep current location private? Change normal behaviour patterns, places, etc.?
- **Substance use:**
 - If I haven't used for a while, I can start with a lot less than usual.
 - I can try and use only at a supervised consumption site.
 - If I have a new supply, I can smell, taste, do a small amount or ask others about the quality.
 - I can try to avoid using different drugs at the same time or use smaller amounts of each.
 - I can discuss what's going on with staff and develop an overdose prevention plan.
 - *If using with others:* I can make a plan with the person before we use. I can have a Naloxone kit on hand. We can each use one at a time so we can help each other.
 - *If using alone:* I can let someone I trust know where I am and that I am using. I can keep my door unlocked so that someone can help. I can have someone agree to check on me in ____ minutes after I have used. I can have a Naloxone kit close to me.
- **Mental health:** Relaxation or mindfulness practices? Reach out to or visit _____ (e.g. trusted friends, staff, doctors, cultural supports, drop-in, place of worship, etc.)? Recognize signs that I may be starting to need support (e.g. thoughts, emotions, behaviours)?

External Supports – What are some external agencies or 24/7 crisis lines that you could reach out to for help? (See next pages for some suggestions.)

Organization / Crisis Line	Contact information

We look forward to supporting you and appreciate your willingness to allow us to. Please sign below to indicate you have participated in this agreement & safety plan. Thank you!

Person's signature

Date

Supervisor/Manager signature

Date

Safety Tips & Resources

Contents:

1. [General Tips & Resources](#)
2. [Indigenous Cultural Supports](#)
3. [Violence, Abuse and Safety](#)
4. [Substance Use and Harm Reduction](#)
5. [Mental Health, Suicide, and Self-Injury](#)

Note: People may choose not to engage with the resources you share with them through this Safety Plan. Respect their decisions and work with them to identify alternative ways to support them and keep them safe. It is important to acknowledge that people who are experiencing poverty, mental health challenges, or substance use challenges, and people who are Indigenous, Black, or racialized, are often harmed by institutions like police, mental health providers, and social service systems.

Note: The list of resources in this document is not exhaustive.

(1) General Tips & Resources: Steps for staff supporting people in any type of situation

For people who do not need a Safety Plan. Even if the person answers "no" to all safety / risk assessment questions, please notify supervisors, other staff on shift, and incoming shifts that a Supports Assessment took place. This is important as the Supports Assessment may bring up some painful feelings. People may react to these feelings in the moment, or it may take them a while to process things and they may react later on. Notifying other staff helps them to understand what may be going on for someone and be better positioned to support them.

For people who completed a Safety Plan, please follow your agency's policies and procedures. These may include:

- **Communication.** Always let your supervisor, other staff and the incoming shift know what is going on with the person and make them part of the plan to keep the person safe. Advise the person about the information you will be sharing with other staff and the reason for sharing that information.
- **Access.** Help the person to identify a way to connect with resources and supports (e.g. personal phone or shelter phone).
- **Resources.** Provide the person with resource information/referrals to supports (e.g. crisis line). Provide the person with a copy of their Safety Plan.
- **Documentation.** Update the person's file to reflect any important information/changes to a person's situation.

(2) Indigenous Cultural Supports

- The STARS Supports Assessment may bring up painful memories or feelings. The programs below offer a range of cultural supports for Indigenous people, including access to sacred medicines, Elders, and traditional counselling and healing. Additional Indigenous-specific supports are also listed below in the other sections in this document.
- If you work for an Indigenous agency, please help people to connect with any cultural, healing, or community supports after the assessment that may be appropriate for them.
- If you work for a mainstream agency, please provide people who are Indigenous with information about available Indigenous-specific supports, as well as mainstream services. Let the person know that there are also Indigenous-specific shelter services. If the person is interested in transferring, assist them to do so.

Anishnawbe Health

Locations:

- QUEEN. 225 Queen St East.
Phone: 416-360-0486
- GERRARD. 179 Gerrard St East.
Phone: 416-920-2605
- CARLTON. 213 Carlton St.
Phone: 416-657-0379

Populations served: First Nations, Inuit or Metis Peoples (status or non-status and their families)

Description: The mission of Anishnawbe Health is to improve the health and wellbeing of Aboriginal People in spirit, mind, emotion and body through both Traditional and Western healing approaches. The services we offer are based on our culture and traditions through a multi-disciplinary team of dedicated healthcare professionals and service providers.

Toronto Council Fire

Location: 439 Dundas Street East (@ Parliament)

Phone: 416-360-4350

Populations served: Serving all peoples in Toronto, with a focus on Indigenous communities

Description: The Mandate of Council Fire is to provide counselling, material assistance and other direct services to First Nations people as well as to encourage and enhance spiritual and personal growth

Web: <https://www.councilfire.ca/>

Native Canadian Centre of Toronto

Location: 16 Spadina Road (@ Bloor)

Phone: 416-964-9087

Email: Reception@ncct.on.ca

Populations served: Indigenous community in Toronto & visitors alike

Description: The NCCT aims to empower the Indigenous community in Toronto by providing programs that support their spiritual, emotional, physical and mental well-being. NCCT's mandate is to nurture an inclusive environment where all people respect Indigenous knowledge.

Web: <https://ncct.on.ca/>

Native Women's Resource Centre of Toronto

Location: 191 Gerrard Street East (@ Sherbourne)

Phone: 416-963-9963

Email: info@nwrct.ca

Populations served: Self-identifying Indigenous women (cisgender, transgender, and two-spirited people) and their children in the GTA

Description: NWRCT offers services related to housing and homelessness, family violence, conflict resolution, healing and wellness, education, employment, children's programming.

Web: <https://nwrct.ca/>

Ontario Aboriginal HIV/AIDS Strategy

Location: Toronto drop-in centre, 282 Parliament St, Main Floor (@ Dundas)

Phone (toll-free): 1-800-743-8851

Populations served: Aboriginal peoples in Ontario

Description: OAHAS provides culturally respectful programs to respond to the growing HIV/AIDS epidemic through promotion, prevention, long-term care, treatment and support initiatives consistent with harm reduction.

Web: <https://www.oahas.org/>

Thunder Woman Healing Lodge Society

Location: 413 Dundas Street East (@ Parliament)

Phone: 647-598-4520

Toll-free: 1-866-508-6229

Email: info@twhls.ca

Populations served: First Nation (Status and Non-Status), Inuit, and Métis women, including 2SLGBTQIA+ women, exiting the justice system

Description: TWHLS provides cultural support, traditional knowledge and resources, for the advancement of wholeness and balance.

Web: <https://www.twhls.ca/>

2-Spirited People of The First Nations

Location: 145 Front Street East, Suite 105 (@ George Street)

Phone: 416-944-9300

Email: info@2spirits.org

Populations served: First Nations, Métis and Inuit 2-Spirited people in the GTA, including those living with or at risk for HIV and related co-infections

Description: 2-Spirited People of the First Nations provides prevention education and support. We base our work on Indigenous philosophies of holistic health and wellness.

Web: <https://2spirits.org/>

Further resources:

- Toronto Aboriginal Support Services Council (TASSC) list of local supports and services: www.tassc.ca/supports.html
- Tkaronto Indigenous Peoples' Portal: <https://live.indigenousto.ca/>

(3) Violence, Abuse, & Safety

Follow your agency's policies and procedures to support the person's safety. These may include:

- Discuss with the person if they want to file a report or get the police involved.
- Provide resource information/referrals to supports (e.g. the Assaulted Women's helpline, legal clinics, and other resources, below).
- Work with the person to develop a Safety Plan.
- If the person is comfortable, ask for the name and description of the perpetrator, their vehicle, or a picture to help shelter staff protect the person's safety. Reassure the person that this information is for shelter purposes only and will remain confidential within the staff team.
- Ask about dependents and their safety at school and other environments.
- Provide information about domestic violence shelters. If the person is interested in transferring, assist them to do so.
- Advise your supervisor, other staff and the incoming shift about what is going on with the person and make them a part of the plan to keep the person safe. Advise the person about the information you will be sharing with other staff and the reason for sharing that information.

Assaulted Women's Helpline

Phone (24/7): 416-863-0511

TTY(24/7): 416-364-8762

Toll-free (24/7): 1-866-863-0511

Toll-free TTY (24/7): 1-866-863-7868

On your Bell, Rogers, Fido or Telus mobile phone: #SAFE (#7233)

Populations served: Women in Ontario who have experienced any form of abuse

Description: The Assaulted Women's Helpline provides counselling, emotional support, information and referrals.

Web: <https://www.awhl.org/>

Aboriginal Legal Services

Phone - General (Mon-Fri 9-5): 1- 416-408-3967

Phone - Legal Clinic Intake (Mon, Wed, Fri 10-3): 1-416-408-4041

Toll-free: 1-844-633-2886

Description: The Legal Clinic serves people in a variety of areas including: Housing, ODSP/OW, Indian Act Matters, Canada Pension, Disability, Police Complaints, Criminal Injuries Compensation, and Human Rights. Referrals to Lawyers on other matters including criminal and family law can be arranged.

Web: <https://aboriginallegal.ca/>

Black Legal Action Centre (BLAC)

Phone: 416-597-5831

Toll-free: 1-877-736-9406

Populations served: Black Ontarians

Description: BLAC offers a diverse range of legal services on issues related to education, housing, employment,

human rights, government support, and other topics. We also offer information about legal issues that we do not directly advise on, such as criminal law, family law, and immigration.

Web: www.blacklegalactioncentre.ca/

Canadian Centre for Men and Families

Phone: 647-479-9611

Toll-free: 1-844-900-CCMF (2263)

Populations served: Male victims of trauma and violence in Canada

Description: The Centre is an open, inclusive and safe space, providing therapy and counselling, peer support, a legal clinic, fathering programs, mentorship and support services for male victims of trauma and violence.

Web: <https://menandfamilies.org/>

Elizabeth Fry Toronto

Phone: 416-924-3708

Populations served: Women and non-binary people who are, have been, or are at risk of conflict with the law, and their families

Description: Elizabeth Fry Toronto provides one-on-one and group counselling supports and workshops. Women are provided with information on their legal rights, health and safety and alternatives to at-risk behaviours.

Web: <https://www.efrytoronto.org/>

Native Women's Resource Centre of Toronto

Location: 191 Gerrard Street East (@ Sherbourne)

Phone: 416-963-9963

Email: info@nwrct.ca

Populations served: Self-identifying Indigenous women (cisgender, transgender, and two-spirited people) and their children in the GTA

Description: The NWRCT Family Support program assists women in navigating through the complex systems encountered when experiencing family violence and involvement in child welfare matters. This program focuses on crisis management and stabilization, awareness and education, planning and goal setting, liaising with service providers and providing conflict resolution support. The Trauma Support program supports survivors of sexual violence, harassment and human trafficking.

Web: <https://nwrct.ca/>

Services for Male Survivors of Sexual Abuse

Phone (24/7): 1-866-887-0015

Populations served: Male survivors of sexual abuse, both recent and historical

Description: 24/7 multilingual support services, including individual and group counselling, peer support, telephone and online counselling or referrals to other community support services.

Web: www.ontario.ca/page/get-help-if-you-are-experiencing-violence

The Barbra Schlifer Commemorative Clinic

Phone: 416-323-9149

Populations served: Self-identified women, non-binary, intersex, and Two Spirit people who have experienced violence

Description: The BSC Clinic offers legal, counselling and interpretation services.

Web: <https://www.schliferclinic.com/>

Scarborough Centre for Healthy Communities

Phone: 416-642-9445

Populations served: People 12 years and older, all genders and sexual orientations, who have experienced sexual assault, domestic violence or childhood sexual abuse. People do not need status in Canada or OHIP coverage to access supports.

Description: Sexual Assault and Domestic Violence Care Centre, Inter-professional Primary Care Team and Community Health Centre counsellors provide counseling, offer options and help you navigate through the services.

Web: www.schcontario.ca/schc-sexual-assault-and-domestic-violence-care-centre.html

Scarborough Women's Centre

Phone (Mon-Thu 9-5, Fri 9-4): 416-439-7111

Populations served: All women

Description: SWC empowers women to become economically and emotionally independent and strengthen their local communities, free from violence.

Web: www.scarboroughwomenscentre.ca

The Toronto Rape Crisis Centre/Multicultural Women Against Rape 24-Hour Crisis Line

Phone (24/7): 416-597-8808

Populations served:

- ANYONE who has been raped, sexually assaulted, abused, or has had unwanted touching
- Survivors of childhood and adult sexual assault
- Family and/or friends

Description: TRCCMWAR provides a free, private and confidential crisis intervention / support service.

Web: <https://trccmwar.ca/our-services/24-hour-crisis-line/>

Tropicana Community Services – Violence Against Woman Support

Phone: 416-439-9009

Populations served: Abused women and their children, with a focus on Caribbean, Black, and African communities of Toronto

Description: Assistance includes:

- Information about Housing, Health, Legal, Immigration, Education, Children's Services, Employment, Domestic Safety Planning
- Ongoing counselling and support
- Life Skills Advocacy
- Accompaniment

Web: <https://tropicanacommunity.org/our-services/wellness-mental-health/violence-against-woman-support/>

Victim Services - High Risk Support Services

Phone: 416-808-7694

Populations served: Individuals and their families who are at high risk of experiencing violence by an intimate ex-partner

Description: High Risk Support Services Case Coordinators work with people to create safety plans, assess safety options, and provide advocacy, court accompaniment, linkages to community supports and assist with the completion of Victim Quick Response Program (VQRP) applications.

Web:

<https://victimservicestoronto.com/programs/high-risk-support-services/>

Women's College Hospital – Sexual Assault & Domestic Violence Care Centre (SA/DVCC)

Phone: 416-323-6040

Populations served: Women, men, and trans people, over the age of 14

Description: The SA/DVCC is a comprehensive service that assists victims/survivors of sexual assault and domestic/intimate partner violence.

Web:

www.womenscollegehospital.ca/care-programs/sexual-assault-domestic-violence-care-centre/

(4) Substance Use & Harm Reduction

Follow your agency's policies and procedures to support the person's safety. These may include:

- Offer the person harm reduction supplies and ask if they know where to access more harm reduction supplies as needed.
- Offer the person a Naloxone kit and offer access to training in how to use it.
- Provide the person with information about where to find supervised consumption services and other harm reduction supports (see list below for examples).
- Work with the person to develop a safety plan and include plans for safe use (e.g. using with others). Work with the person to create their "[My Overdose Prevention Plan](#)".
- Provide information about shelters that offer on-site supervised consumption services through the Integrated Prevention & Harm Reduction Initiative (iPHARE): www.toronto.ca/iPHARE. If the person is interested in transferring, assist them to do so.
- Advise your supervisor, other staff and the incoming shift about what is going on with the person and make them a part of the plan to keep the person safe. Advise the person about the information you will be sharing with other staff and the reason for sharing that information.

Brave App

Populations served: People who use drugs

Description: The Brave App for Apple and Android connects app users with someone who can send help while using drugs alone. Users set up an overdose plan that puts them in control, detailing how, when, and who is sent for help; supporters activate the plan if an overdose is detected.

Web: www.brave.coop/app

Connex Ontario

Phone (24/7): 1-866-531-2600

Populations served: Ontarians and their families who want to be connected to mental health and addictions supports.

Description: 24/7 access to information for mental health & addictions services.

Web: www.connexontario.ca

Krasman Centre – Safer Use Peer Support Line

Phone (8pm–1am): 1-888-233-5633

Populations served: People who use drugs

Description: A Peer Supporter with lived experience with substance use will stay on the phone with you as you use. The support line is a non-judgemental, confidential, toll-free phone service. In the event you require emergency services, Peer Supporters will know where to locate you.

Web: <https://krasmancentre.com/what-we-do/safer-use-peer-support-line/>

National Overdose Response Services

Phone: 1-888-688-NORS (6677)

Populations served: People who use drugs in Canada

Description: NORS is an overdose prevention hotline for Canadians providing loving, confidential, nonjudgmental support for you, whenever and wherever you use drugs.

Web: <https://www.nors.ca/>

Supervised Consumption Services and Harm Reduction Services

Hours: Call site directly for the most updated information

Web: www.toronto.ca/supervised-injection-services

Locations:

- **Fred Victor**
139 Jarvis St. (@ Queen)
Phone: 416-644-3081
Last call is 1 hour before close
- **Moss Park Overdose Prevention Site**
134 Sherbourne St. (@ Queen)
Phone: 416-546-3984
Last call is at staff discretion
- **Parkdale Queen West Community Health Centre**
168 Bathurst St.
(@ Queen)
Phone: 416-703-8482
Last call is 30 min. before close
- **Parkdale Queen West Community Health Centre**
1229 Queen St. W. (@ Dufferin)
Phone: 416-537-2455
Last call is 30 min. before close

- **South Riverdale Community Health Centre - KeepSIX**
955 Queen St. E. (@ Carlaw)
Phone: 416-461-1925
Last call is at 4 p.m.
- **Street Health**
338 Dundas St. E.
(@ Sherbourne)
Phone: 416-921-8668
Last call is 4:30 p.m.
- **Kensington Market Overdose Prevention Service**
260 Augusta (@ College St.)
Last call is 30 min before close
- **Toronto Public Health - The Works**
277 Victoria St. (near Yonge St./Dundas St. E.)
Phone: 416-338-7600

(5) Mental Health, Suicide & Self Injury

Follow your agency's policies and procedures to support the person's safety. These may include:

- Consult with supervisor or manager to assist with risk assessment and identify if adequate supports can be provided on site, or if person needs external supports.
- Work with the person to develop a safety plan.
- Limit or restrict access to lethal means to the extent possible.
- Provide resource information/referrals to supports (e.g. crisis line #).
- Document any important information in the person's file.
- Advise other staff and the incoming shift about what is going on with the person and is part of the plan to keep them safe.

Across Boundaries

Phone: 416-787-3007, ext. 222

Populations served: Racialized people across the Greater Toronto Area

Description: Across Boundaries provides equitable, inclusive and holistic mental health and addiction services. Services include skills building, digital programming, support groups, alternative and complementary therapies, art therapy, creative expressions, community kitchen, individual support, counselling, and community partnerships.

Web: www.acrossboundaries.ca

Anishnawbe Mental Health Crisis Management Service

Phone (24/7): 1-866-925-4419

General phone: 416-891-8606

Populations served: First Nations, Inuit or Metis Peoples (status or non-status and their families)

Description: Anishnawbe Health offers 24/7 mental health support using Traditional practices and approaches.

Web: <https://aht.ca>

Black Youth Helpline (*not a crisis line*)

Phone: 416-285-9944

Toll-free: 1-833-294-8650

Populations served: Black youth

Description: The Black Youth Helpline (BYH) offers an initial intake followed by professional assessment to help identify root causes of issues and challenges. They develop a support plan and assist people to access appropriate mainstream health and related services with a focus on early, pre-crisis support.

Web: <https://blackyouth.ca>

Connex Ontario

Phone (24/7): 1-866-531-2600

Populations served: Ontarians and their families who want to be connected to mental health and addictions supports.

Description: 24/7 access to information for mental health & addictions services.

Web: <https://www.connexontario.ca>

Distress Centres of Greater Toronto

Phone (24/7): 416-408-4357

Text (24/7): 45645

Populations served: Individuals in our community at risk and their most vulnerable

Description: Distress Centres provide 24-hour support for crisis intervention, emotional support, and suicide prevention.

Web: <https://www.dcoqt.com/>

Gerstein Crisis Centre

24-Hour Crisis Line: 416-929-5200

Substance Use Crisis Team: 416-962-0220

24-hour Referrals: 416-929-9897

Populations served: Adults (16+) experiencing a mental health crisis

Description: Crisis services include 24/7 telephone support, in-person mobile crisis team, community support referrals, substance use crisis management, follow-up and access to short-term crisis beds.

Web: <https://gersteincentre.org>

Good2Talk

Phone: 1-866-925-5454

Text: GOOD2TALKON to 686868

Populations served: Post-secondary students in Ontario

Description: Good2Talk offers free, confidential support 24/7.

Web: <https://good2talk.ca>

Hope for Wellness

Phone: 1-855-242-3310

Populations served: Indigenous peoples across Canada

Description: The Hope for Wellness Help Line offers immediate help to all Indigenous peoples across Canada. It is available 24 hours a day, 7 days a week to offer counselling and crisis intervention.

Online chat and web:

<https://www.hopeforwellness.ca/>

Kids Help Phone

Phone: 1-800-668-6868

Populations served: Young people in Canada

Description: Kids Help Phone is Canada's only 24/7 e-mental health service offering free, confidential support to young people in English and French.

Web: <http://www.kidshelpphone.ca/>

LGBTQ Youth Line

Phone (Sunday to Friday, 4:00PM to 9:30 PM): 647-694-4275

Populations served: Youth (29 and under) across Ontario, youth of all sexual and gender identities

Description: Youth Line offers confidential and non-judgemental peer support through our telephone, text and chat services.

Web: <https://www.youthline.ca>

Polycultural Immigrant & Community Services

Phone: 1-844-493-5839

Populations served: Diverse communities in Toronto and Peel. Equipped to serve youth, seniors,

women and newcomers in more than 20 languages.

Description: Polycultural provides short-term counselling services at no cost. We provide support for people facing various life challenges such as: Crisis situation, adjusting to life in Canada, mental health challenges such as anxiety or depression, family conflict and violence, stress, trauma, substance abuse and other identified concerns.

Web: www.polycultural.org/what-we-do/health-and-wellness/crisis-counselling

Talk4Healing for Indigenous Women

Call/Text: 1-855-554-HEAL (4325)

Crisis Line (24/7): 1-888-200-9997

Populations served: Indigenous Women in Ontario

Description: Talk4Healing is a 24/7 culturally grounded, fully confidential helpline for Indigenous women available in 14 languages across Ontario.

Web: <https://www.talk4healing.com/>

The Canada Suicide Prevention Service

Phone (24/7): 1-833-456-4566

Text (4pm-12am): 45645

Populations served: Anyone in Canada thinking about, or has been affected by suicide

Description: Canada Suicide Prevention Service (CSPS) is available 24/7, via toll-free phone, text or chat to anyone thinking about or affected by suicide.

Web: www.crisisservicescanada.ca/en/

Toronto Seniors Helpline

Phone: 416-217-2077

Populations served: Seniors and their caregivers in Toronto

Description: The Toronto Seniors Helpline is a single point of access for seniors and caregivers to receive information and access to community, home, and crisis services. Toronto Seniors Helpline is open 365 days/year from 9:00am – 8:00pm Monday to Friday and from 10:00am – 6:00pm on weekends and holidays.

Web: <https://torontoseniorshelpline.ca/>

Trans Lifeline

Phone: 1-877-330-6366

Populations served: Transgender people in crisis

Description: Trans Lifeline is a crisis hotline that provides trans peer support. Trans Lifeline is staffed by transgender people for the transgender community.

Web: <https://translifeline.org/>